

CITY OF MINNEAPOLIS  
LICENSES AND CONSUMER SERVICES  
350 SOUTH 5<sup>TH</sup> STREET, ROOM 1-C, CITY HALL  
MINNEAPOLIS, MN 55415

**BUSINESS LICENSE OPERATING CONDITIONS**

HI-LAKE LIQUORS  
JESSY & LIKE INC  
2130 LAKE STREET E  
MINNEAPOLIS, MN 55407

10-JAN-12

Request Number: 12-0891520  
Re: L170 50011 HI-LAKE LIQUORS  
for LIQ OFF-SALE SERIES 1000

Minneapolis city ordinance 362.120(z) requires, all applications for alcohol licenses contain a business plan which shall include (5) A security plan that describes the security features, including personnel and equipment, that the applicant will employ and how they will be utilized. Jessy & Luke, Inc., dba Hi-Lake Liquors agrees to comply with the attached security plan as submitted by their business in January 2012.

Highlights of the security plan include:

1. Four exterior and 16 interior cameras monitoring activity to prevent panhandling, sale to minors and loitering.
2. The owner shall comply with the surveillance camera ordinance and acknowledges the receipt of the ordinance and policies.
3. "NO TRESPASSING" signs will be posted. The business employees and management will continue to ask people that are not patronizing the business to leave. If they refuse, the employees and management shall call 911 for assistance.
4. The business will continue the use of their system for issuing and tracking 90-day "No Trespass Notices" complete with pictures of trespassed people.
5. Hi-Lake Liquors will continue to limit purchases with change to \$1.50 per transaction.
6. Hi-Lake Liquors will limit customers to two (2) visits per day.
7. Managements and employees of Hi-Lake Liquors will continue their policy of checking identification of people that appear under the age of 21 before they enter the product areas of the store.

8. Hi-Lake Liquors will continue their policy of selling cans of beer in packages. They currently do not sell single cans of beer. (12oz or smaller) JAL
9. Hi-Lake Liquors will continue the use of the Hi-Lake Shopping Center security to stop panhandling and loitering by minors to obtain alcoholic beverages from adults passing by the store.

I have read the conditions listed above. I agree with the conditions and understand that failure on our part, or on the part of my company or employees to adhere to these conditions, may be cause for future adverse license action, including the suspension, revocation, or denial of the renewal of the L170 50011 HI-LAKE LIQUORS license. These conditions will be effective for the duration the license operates at these premises, unless otherwise amended by the City Council of Minneapolis.

Based upon the foregoing, this agreement is freely & voluntarily entered into in good faith:

Licensee

Jessy Jacob  
Signature

JESSY JACOB  
Print Name Title

Date: 2/7/2012

City of Minneapolis

By: Grant Wilson  
GRANT Wilson  
Print Name

Dated: 2-7-12

## **Hi-Lake Liquor Store Security**

### Goal:

The objective of this Security Plan is to ensure proper measures are being taken to reduce and prevent the amount of pan-handling, loitering, and ability of minors gaining access to alcoholic beverages after being purchased from our store.

### Action Plan:

As a continual effort to uphold the local laws, regulations, and local statutes we have created policies to reduce and prevent pan-handling, loitering, and ability of minors gaining access to alcoholic beverages/tobacco after being purchased from our store. We also have 20 CCTV cameras monitoring and recording 24 hours a day; these include 4 exterior cameras and 16 interiors cameras. All policies are posted inside the store as well as on the door for customers to read upon entry, these policies include:

- Limit 2 visits per customer each day.
  - This prevents and reduces adults purchasing items for minors.
- Valid government issued photo identification for all alcohol/tobacco purchases.
  - This prevents minors from purchasing alcohol/tobacco items.
- Valid government issued photo identification for all purchases not paid with cash.
  - This is to prevent credit fraud.
- Limit of \$1.50 in change (coin) purchases.
  - This reduces pan-handling in the area.
- All bags must be left at the front of the store.
  - This prevents shoplifting.

Our store is located within the Hi-Lake Shopping Center which provides Security Services to the area for all stores Sunday-Saturday; those hours are as listed below:

- Sunday: 1600-1900 (3 hours)
- Monday: 1500-1900 (4 hours)
- Tuesday: 1500-1900 (4 hours)
- Wednesday: 1500-1900 (4 hours)
- Thursday: 1500-1900 (4 hours)
- Friday: 1500-1900 (4 hours)
- Saturday: 1500-1900 (4 hours)

We diligently work with Minneapolis Police department issuing trespass warnings and keep an active trespass book on site of violators. However with the repeat offenders Minneapolis Police Department does not have the man power to respond to every trespass violation. At the same time we are constantly running off the same violators which the CCTV cameras can indicate.

Hi-Lake Liquors does its absolute best to prevent minors from acquiring alcoholic beverages. We strive to make the community a better place as well as run a successful business. Panhandlers and underage seekers of alcohol are both a hindrance to our business as well as to the well being of the community. There have been a number of policies implemented to help ensure this. There are 4 cameras located outside the store to monitor activity outside of the store. These are monitored continuously by employees on monitors in both the front of the store as well as in the store office. Employees are trained to prevent minors from hanging around the outside of the store by asking them to leave the premises in a polite yet firm manner. By monitoring the outside premises, people with the intent to buy alcohol for minors can be identified. Sales are refused to any person with the intent to buy alcoholic beverages for a minor. Sales are also refused to any person that has entered the store with a minor. Both of their personal information is recorded to deter future occurrences. All minors that attempt to or intend to acquire alcoholic beverages will be refused sale as well as have their personal information recorded to help deter future occurrences. Staff is trained to check the IDs of people that appear to be under the age of 21 as soon as they walk in to the store in order to prevent/deter minors from walking around the store. Age verification via a personal identification card is also performed at the time of purchase. On many occasions we have intervened on underage attempts to purchase alcohol. There have been a number of compliance checks with underage decoys and we have passed them all. All non-alcoholic beverages are displayed in the front of the store so minors are not allowed to walk in areas of the store that contain alcoholic

beverages. They are also urged to leave the store immediately after their purchase of a non-alcoholic beverage. There is signage on the entrance door stating that one must be 18+ to enter the store (for tobacco) and that if you are under 21 years of age, you may only pass between the door and counter. If there is suspicion that a minor that wants to purchase non-alcoholic beverages also intends to acquire alcoholic beverages, the minor is restricted from entering the store. These techniques and policies are also used to help prevent panhandlers from loitering outside the store.

Hi-Lake Liquors has implemented a number of policies to eliminate panhandlers in the area. Customers are not allowed to pay for their purchase with more than \$1.50 in coins, only 2 visits to the store are allowed per day for our customer's safety, and known panhandlers are not allowed into the store or on store premises outside. In-store security personnel are also utilized to eliminate panhandling and remove minors from the premises. Employees are trained to watch the security cameras to identify panhandlers. We have also stopped selling single small cans of beer as there was a suggestion that this might reduce panhandlers. Panhandlers are removed from premises and not served in the liquor store. It is very difficult to curtail panhandling near one small business, but it can definitely be done with continued efforts.

Hi-Lake Liquors also has taken a number of measures to ensure security inside of the store. There are 16 cameras inside the store that are recording 24 hours a day. There are a number of decoy cameras as well. There are 3 monitors in the front of the store showing customers that we are continuously watching both the inside and outside of the store. We

have installed many security mirrors. There is also in-store security personnel. All of these tools are utilized to their full extent.

In addition to all of these preventative measures, the Hi-Lake shopping center is also secured by interstate Security 7 days a week. Interstate Security works with Hi-Lake Liquors to eliminate the occurrence of minors acquiring alcohol and eliminating panhandlers. People that have done or attempted either of these events have been given a trespass notice and been banned from the whole Hi-Lake Shopping center. The trespass notice is kept on site along with a picture of the culprit in many instances.

The changes and policies implemented thus far have shown many beneficial outcomes! It is noticeable that there are a reduced number of panhandlers in the area as well as a reduced amount of underage attempts to purchase liquor. Despite the success of our policies, Hi-Lake Liquors continuously reviews its policies and makes adjustments based on needs, changing conditions, and on a case by case basis. Suggestions to improve our policies are encouraged and are always taken into consideration. We at Hi-Lake have discussed the situation with both law enforcement and people of the community.